

HOW TO RESOLVE WEB SITE ISSUES

Try these troubleshooting steps before calling Support.

1. Check your browser. Refer to [ATI's Technical Requirements](#) to confirm that you are using a supported browser.
2. [Clear your browser cache and browser history](#)
3. [Change your cookie settings](#)
4. [Check other settings for Chrome version 80.](#)
5. [Check remote testing with Proctorio requirements](#)
 - [Requirements](#)
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Clear your Browser Cache and Browser History

Chrome

1. At the top right corner of the Chrome browser, click the **Three Ellipse**  icon.
2. Select **History**, and then select **History** again to open the Settings window.

Note: You can also open the Settings window and access browsing history directly from Chrome by pressing **Ctrl + Shift + Delete**.

3. On the left of the page, click **Clear Browsing Data** to open the Clear browsing data window.
4. From the *Time range* drop-down menu, select **All Time**.
5. Select all check boxes and then click Clear browsing data.
6. Close all browser windows.
7. Reopen www.atitesting.com in a new browser window.

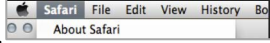
Firefox

1. At the top right corner of the Firefox browser, click the  icon.
2. Select **Library**, select **History**, and then click **Clear Recent History**.

Note: You can also open the Settings window and access browsing history directly from Firefox by pressing **Ctrl + Shift + Delete**.

3. From the *Time range to clear* drop-down menu, select **Everything**.
4. Select all options and then click **Clear Now**.
5. Close all browser windows.
6. Reopen www.atitesting.com in a new browser window.

Safari

1. At the top left corner of the screen next to the **Apple**  icon, click **Safari**. 
2. Select Clear History.
3. Select a duration of **All History**.
4. Select Clear History.
5. Close all browser windows.
6. Reopen www.atitesting.com in a new browser window.

Change your Cookie Settings

Chrome

1. At the top right corner of the Chrome browser, click the **Three Ellipse**  icon.
2. Click Settings.
3. In the search bar at the top of the screen, enter "Site Settings".
4. Click Site Settings.
5. Click Cookies and site data.
6. Disable Block third-party cookies.
7. Close all browser windows.
8. Reopen www.atitesting.com in a new browser window.

Safari (on a Mac)

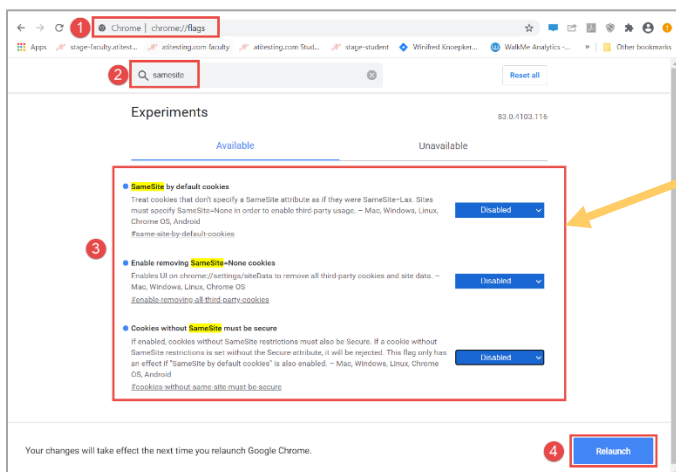
1. Open Safari.
2. Click **Safari** in the upper left corner of the screen.
3. Click Preferences.
4. Click the **Privacy** tab.
5. Clear the check box next to **Prevent Cross Site Tracking**.
6. Close all browser windows.
7. Reopen www.atitesting.com in a new browser window.

Safari (on an iPad/iPhone)

1. Open the **Settings** app.
2. Tap on **Safari**.
3. Scroll down to the *Privacy and Security* section.
4. Clear the check box next to **Prevent Cross Site Tracking**.
5. Close all browser windows.
6. Reopen www.atitesting.com in a new browser window.

Check Other Settings when using Chrome Version 80

If you are using Chrome Version 80, perform these additional steps:



- 1 In the address bar, enter **chrome://flags** and press **Enter**.
- 2 In the search bar at the top of the screen, enter **SameSite**.
- 3 Change all the settings to **Disabled**:
 - SameSite by default cookies
 - Enable Removing SameSite=None cookies
 - Cookies without SameSite must be secure
- 4 After changing the settings to **Disabled**, click the blue **Relaunch** button at the bottom of the page.

Check Remote Testing with Proctorio Requirements

- [Requirements](#)
- [Troubleshooting](#)

If your institution has chosen to use Proctorio, you can now take assessments remotely on either a PC (Windows 10 or later) or a Mac (Mac OS® x 10.13 or later).

➡ **IMPORTANT!** Before testing, be sure to view the video, [ATI Proctorio Settings Fix](#).

Requirements

To test remotely, you must have the following:

- **Browser:** The latest version of Google Chrome.
- **Google Chrome extension:** The new version of the extension, which requires [Allow in Incognito](#) to be enabled.
- **Microphone:** Any microphone, either internal or external
- **Webcam:** 320 x 240 VGA resolution, either internal or external
- **Internet Speed:** 0.5 – 1.0 Mbps.
(Test your internet speed using www.speedtest.net)

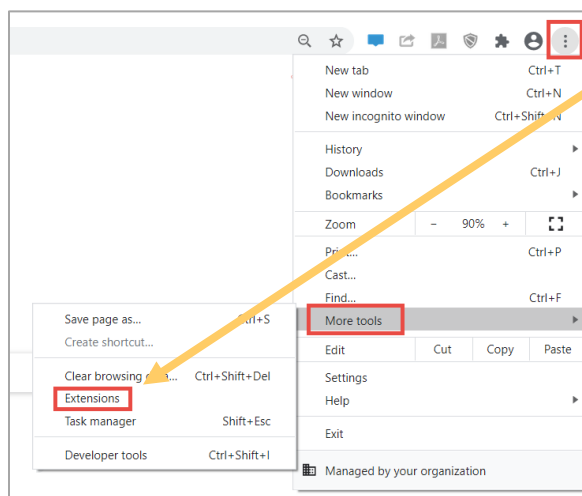
Troubleshooting

- [General Troubleshooting](#)
- [Screen Share Troubleshooting](#)
- [Screen Recording Permissions Troubleshooting](#)
- [Allow in Incognito Troubleshooting](#)
- [How to Resolve a Disabled Allow in Incognito Mode](#)

General Troubleshooting

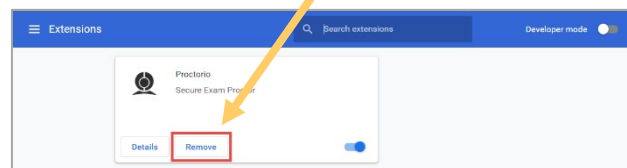
If you meet the above requirements and are still experiencing difficulty, try one of these general fixes.

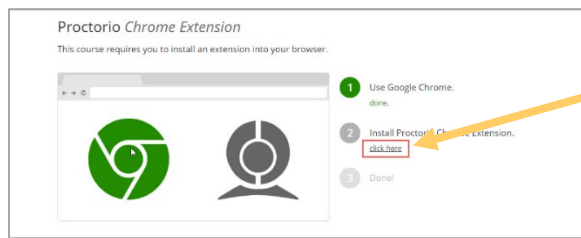
- Uninstall and reinstall the Proctorio Google Chrome plug-in.



- In the Google Chrome browser, click the three Ellipse icon in the upper right corner.
- Click More tools > Extensions.

- Locate the Proctorio extension and click **Remove**.





On the atitesting.com student site, click **MY ATI > TEST** to enter your assessment.
Click the **click here** link to open the Chrome Web Store.



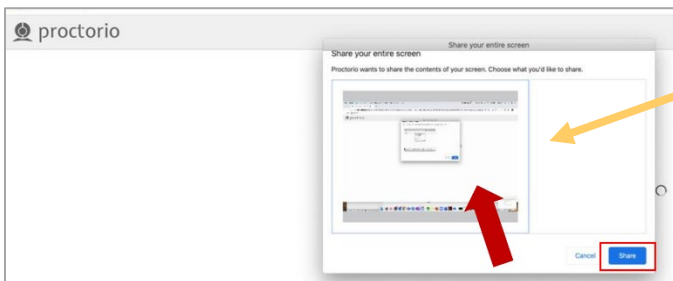
Click **Add to Chrome**.

On the confirmation window, click **Add extension**.

- Try using a different IP address or internet connection. For example, some students have connected successfully to their iPhone hotspot instead of a weak, home connection.
- Close or stop any programs or processes that are taking resources from your computer and reducing its ability to run Proctorio.
- Arrange for the PC or Mac on which you are testing to be the only device connected to the network.
- Make sure **Allow in Incognito** is enabled (click [here](#)).

Screen Share Troubleshooting

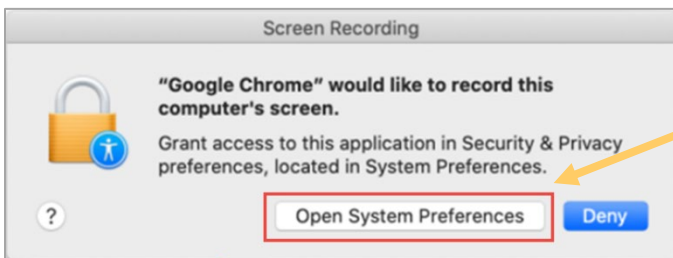
If you are having trouble sharing your screen:



At the prompt to allow screen share, be sure to click the small screen within the window. Doing this enables the **Share** button and changes its color to blue.

Screen Recording Permissions Troubleshooting

If you are having trouble enabling screen recording permissions for Macs (macOS Catalina (10.15) and later):



At the Screen Recording prompt, click **Open System Preferences**.



On the System Preferences window, click **Security & Privacy**.



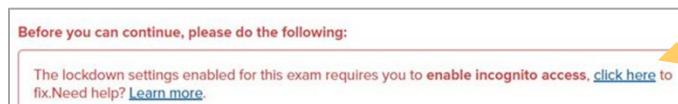
On the Security & Privacy window:

- Click **Screen Recording**.
- Select the **Google Chrome** text box.
- Click the **Lock** icon to save your changes.

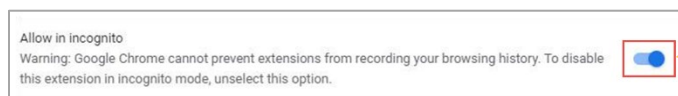
Allow in Incognito Troubleshooting

Proctorio released a new version of the Chrome extension, which requires a setting for **Allow in Incognito** to be enabled.

Note: Make sure you are running the latest version of Google Chrome.



On the Pre-checks page, click the **click here** link to enable the setting.



Toggle **Allow in Incognito** to **On**.

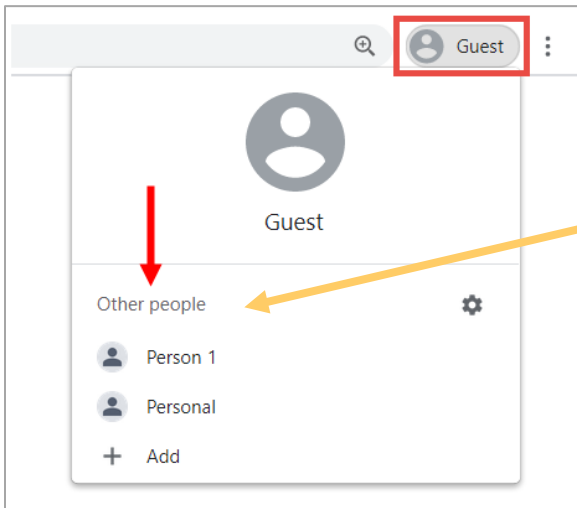
As soon as the **Allow in Incognito** setting is enabled, you will navigate to the next step to access your assessment.

How to Resolve a Disabled *Allow in Incognito Mode*

- ➡ **Important!** If an administrator has disabled the *Allow in Incognito* mode, you will not see the toggle to give the Proctorio extension incognito access. In this case, try switching users.

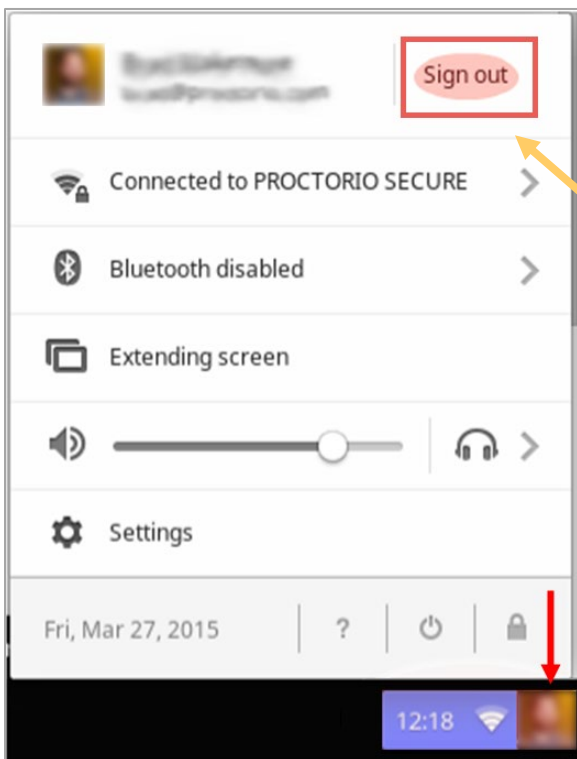
If you are signed in to Chrome using a school e-mail address, your access could be restricted. To resolve this issue and enable incognito access, sign out of your current profile and sign in to Chrome using a different profile, such as a personal e-mail.

For Windows or Mac OSX



- For Windows or Mac OSX, click the icon in the upper right corner of the screen to open the user interface.
- In the *Other people* section, select a different profile. (If you do not see your profile, click + **Add** to add one.)
- Then, on the log in screen, enter your e-mail address/password.
- Navigate back to your exam and enable ***Allow in Incognito***.

For a Chromebook or Chromebox



- For a Chromebook or Chromebox, click the profile icon in the bottom right corner of the desktop.
- In the upper right corner, click **Sign out**.
- Sign in with your alternate profile.
- Navigate back to your exam and enable ***Allow in Incognito***.

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